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MAY 02 2003  
FCC-MAILROOM

Dear FCC & FTT

Commission's Secretary  
Office of the Secretary

FCC  
445 12 st SW

Washington DC. 20554

4/28/03

CG Docket 02-278

My supervisors have brought it to my attention that many phone customers throughout the nation are in favor of new regulations that would severely weaken the Teleservices industry. In many ways I can sympathize with them. In fact, when I'm at home I usually hang up on telemarketers myself.

However, in an economy that is suffering right now, and in a time when people need jobs, it is ~~not~~ ~~a good idea~~ important to consider ~~whether~~ how many jobs may be lost as a result of these if new regulations come into play. As angry as many people may get at telemarketers, I know that many people don't like the idea of other people not working and living off welfare either. I work with many people who are otherwise qualified for other types of work, but simply cannot find ~~available~~ work in their field. I for one, have recently graduated from college with a degree in Web Development, but right now ~~as~~ many people ~~with~~ in my field with many more years of experience than I have are being bid off from their jobs. ~~I, along with the people I~~ ~~don't~~ I don't know how things work with other companies, but at Teleperformance USA we are trained to do our job in a professional and compassionate manner. We offer programs that may save people money, and give our customers the opportunity to do so for the members which

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We call them. ~~We~~ We are required to ~~attempt~~ to overcome 1 refusal and if they still decline we are required to disposition the call as such. ~~if the~~ so that they will not receive another call about the program. If they do want to purchase it, a confirmation conversation is recorded and reviewed, and if anything <sup>is</sup> is inaccurate, the sale is kicked back. Also, if a customer wants to be taken off our list, we disposition that call so that they will not be called about any programs that we sell again. As telemarketers, we attempt to carry out our duties with the utmost integrity.

The people I work with at Teleperformance USA are people who take pride in ~~and~~ supporting themselves and ~~their~~ their families without support from the government. Please consider that when deciding whether or not to create tougher regulations for the Tele-services Industry, as well as customers who would ~~be~~ otherwise benefit from the programs we sell. ~~I also encourage you to~~ There are ~~are~~ already ways that customers can spend less time dealing ~~so let's~~ with telemarketers without a loss of job. So let's encourage them to use them.

3133 1/2 8th St C  
Apt A  
Lewiston, ID 83501

Sincerely  
Jeffrey H. Wyke

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4-27-03

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington D.C. 20554

Ref: CG Docket No. 02-278

Rules and Regulations Implementing the  
Telephone Consumer Protection Act of 1991

I work in Lewiston, Idaho at Teleperformance USA as a Telephone Sales Representative or TSR. I love my job as a TSR. It gives me a chance to work full time in a company that has high standards for professionalism from their workers and provides a quality service to consumers. I feel that the products and services I sell are a wonderful way to help our customers save money when they shop. The people we sell to are people just like me that are always looking for a way to save money while shopping for products and services we need for everyday living.

My job is very important to me and my family. I live in a part of the country where full-time jobs are very few and far between. This is a job that gives me health insurance and is building my retirement security funds in my name hopefully for a few years to come. ☺

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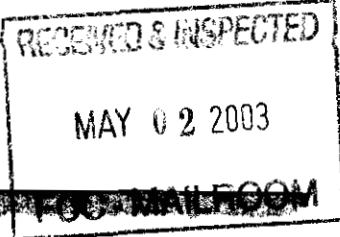
- 2 -

am 50 years old and would have a hard time finding a full time job with the same benefits as I'm getting here. The money I make here helps me to live without assistance and gives me a chance to help my three sons get a good start in life. I also have three grandchildren under the age of three that are all beautiful and I'm proud to help them get a good start also.

If I lost my job here I would probably have to go on assistance for a while and probably have to take a part-time job with no benefits. A person my age and with my medical needs would have a very hard time finding a full time job with benefits. I would probably lose my apartment and would be in dire straits and a burden on my family and community.

This is why I oppose the National DNC list and restrictions on Predictive Dialers. I support Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

There are other, less destructive ways to protect consumers, such as giving people do-not-call lists, do-not-call services to screen calls, or simply saying no to telemarketers and



- 3 -

hanging up the phone.

We are not scam artists looking for ways to trick consumers over the phone, but good people who support ourselves, our families and our communities by selling good products to other good people over the telephone.

Thank you for your full consideration on this topic.

Sincerely  
Debrah R. Betts  
P.O. Box 1514  
15314 27th Ave. Apt. 2  
Lewiston, Idaho 83501

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MAY 9 2 2003
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7/28/2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th Street SW  
Washington D.C. 20554

Ref: CG Docket No. 02-278  
Rules and Regulations Implementing the  
Telephone Consumer Protection Act of 1991

I am a TSR, a Telephone Sales Representative at Teleperformance USA in Lewiston, Idaho. My job has provided me with full time employment with a company who has taught me standards for professionalism. I am also learning important telephone skills needed for many jobs these days. The services and products that we sale are a good way for everyday people like me to save money when they shop for things we all need in everyday living.

Jobs are not easy to come by these days and my job is very important to my indeperidence. Two years ago I was laid off from my job of over 10 years, shortly after I had surgery

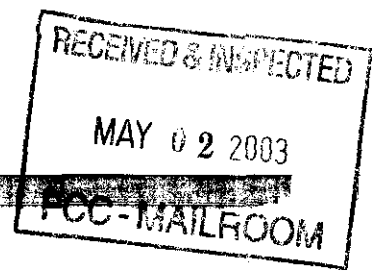
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due to a minor heart attack. I moved in with my sister and attempted to find another job. I then ended up needing more surgery, this time a hip replacement, from which I am now recovered. Since then I have gone through some major lifestyle changes both healthwise and financially. I was out of work for nearly 2 years and at the "end of my rope" when I was finally hired at Teleperformance USA. I do now have an income and a hope for a new start. My job as a telemarketer is also safer for my "condition" than say "mopping floors at McDonalds". My other alternative would be being a continual burden on my community and my sister's family. My sister was encouraging me to seek government assistance and the prospects were not very good. Thanks to my job at Teleperformance USA I can now plan for my own apartment and take care of my self.

I do oppose the National DNC list and restrictions on Predictive Dialers. I do support Teleperformance USA's and the American Telemarketing Association's



proposed modification of the FTC rules.  
There are less destructive ways to protect  
consumers. Teleperformance does  
provide company specific "Do not call list."  
People can always take control of their  
own lives by simply saying "No" or just  
hanging up. Accepting "rejection" is another  
skill I am learning at Teleperformance  
USA.

Thank you for your full consideration  
on this topic.

Sincerely

Janice Marshall

2760 18th st

Clarkston, WA 99403



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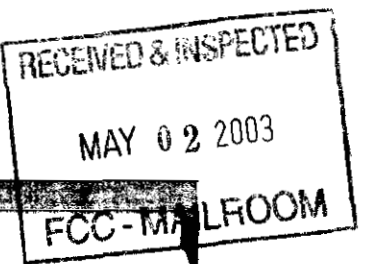
April 26, 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Ref C 6 Docket NA02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

- Where I work (Lewiston, Idaho) + Teleperformance USA - Client Services
- my job title (TSR)
- I feel good about my job. I feel I provide a service over the phone. I am not trying to trick anyone into buying any of the programs we sell to the consumer. I enjoy my job, to be able to talk to people every day. To be able to talk to them about business and if they want to about weather where they live, etc.
- I feel really good about the products~~es~~ and services I sell to people. I also feel good about the people I sell to every day.
- the importance of my job to me my self-esteem is feeling good about my self when I know I have to go to work every day. I am able to provide a living for my self. I live alone so I earn money for me and my dog & cat. I am able to buy stuff I need from the stores around here for Lewiston, Idaho.



- The Impact on me should I lose my job is: I would lose my house I am buying if I didn't have my job. I wouldn't be able to make my payments on my house or lot rent for the trailer (sit on). or pay any of the rest of my bills I owe, credit cards, etc.
- I oppose the National DNC List and restriction on Predictive Dialers. I Support whole heartedly Teleperformance USA's and the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your full consideration on this topic

Shannon Picard  
Shannon Picard  
913 Preston ave #27  
Lewiston, Idaho 83501-4862

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4/28/03

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St. SW  
Washington DC 20554

Ref: CG Docket No 02-278

Dear Sirs:

I work as a supervisor at Teleperformance USA. My job is to make sure the phone reps observe all of the quality standards upheld by our company.

As Supervisor, I see and manage many phone reps per day. They are normal, everyday people trying to make a living and meet their expenses. Many of them are working their way through college, in an attempt to better their lives and their community.

When we call people, our phone reps make every effort to be polite, friendly and courteous. (I know, because it's my job to monitor them and insure this.) We are respectful of the customers and we do follow

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Federal regulations pertaining to telemarketing.

If the only job on the line was my own job, then I would just go looking for another one and not complain. But stop and think about THOUSANDS of people looking for a new job - that creates a whole new scenario. This would be a disaster for everyone! Considering the fact that many of these people would need government assistance and would channel our tax dollars away from other needs and projects, this would be a very bad choice for our economy.

I'm not only trying to protect my job. God has always taken of me no matter what I am doing. I'm trying to protect the jobs of thousands around the country.

Needless to say, I oppose the National DNC list and restrictions on Predictive Dialers. However, I support Teleperformance, USA's and the American Telemarketing Association's proposed modifications

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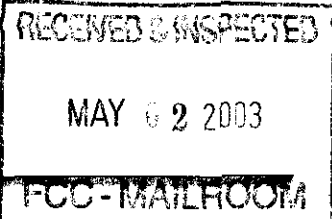
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to the FTC rules.

I appreciate your full consideration  
on this topic,

Deey Williams  
1304 2nd St  
Lewiston, ID 83501  
208-791-8858



**Commissions Secretary  
Office of the Secretary  
Federal Communications Commissions  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554**

April 28, 2003

CG Docket # 02-278

: To All Concerned

My name is Johnathan Denton, and I am an employee for Teleperformance USA in Lewiston, Idaho. I work on the phones as a telephone sales representative and my job duties are to offer quality products and services to all types of credit card holders in the United States. I have only worked here for four months, but I know enough that our call center does not repeatedly try to sell a program when a customer has refused. Yes we do have second efforts that we use, when allowed in certain states, but when they refused after our second efforts, we thank them for their time and proceed to give them the courtesy close. I know that there are telemarketing agencies that will not take no for an answer, even my mother a few days ago, had a telemarketing call. She asked to put us on their do not call list, and he still proceeded to try and convince her.

Those are the telemarketers that abuse their privileges. We call customers in the privacy of their own homes and try to offer them programs, but when we become unwelcome in their home and those telemarketers still persist on try to offer them the product or services. That is where they cross the line and that is when we get customers annoyed of our calls and asked us not to call anymore. It is because of those telemarketers that become rude and self- involved and only wants the sale and doesn't care about the customers, but there are more telemarketers that care about the customers then the ones that don't.

When customers ask us to put us on their do not call lists, we do have a very simple response. In our rebuttal keys we have a response that we read, even to dead air, but not all customers stay on the line long enough to listen to it. In the response, it tells them that we are putting their name on the DNC and how long it will take to be completely removed. In our call center, it is deleted completely from our calling list, the information forwarded to the credit card agencies and filters through other call centers and their names get deleted from there also.

We have several different programs offered to several different credit card holders. So their names may be on different list also and if the customer has more than one credit card, they may have more than one program offered to them at the same time. The customers get mad and irate and say that they have already insisted that they have asked to remove their name before. Keep in mind that there are several call centers and different telemarketing companies around the world. We are not just one big company.

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April 28, 2003

The customers' get irate just for the fact that I'm a telemarketer and I have called their house, they don't know if I'm calling to offer them a credit card or offer them services. The only thing I can say is that it is my job to call people; it's what I do for a living. Just because one or two telemarketer's aggravated or upset customers to the point where they don't want to hear another telemarketer. We are not all the same, just because of a few very persistent telemarketers we all get a bad name is totally unfair and unjust. We all should not be blamed for the wrong doings of a couple of workers, every place of business have employees that will do wrong we are only human. However, don't punish all of us, we are not all at fault.

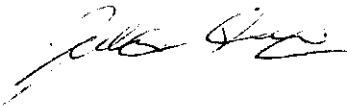
This new DNC will destroy a lot peoples lives, many careers. We work hard just like every other working American, we try to support our families and us. This DNC will affect the lives of a lot good hard working American's, probably me and probably the ones I work with. The National Do Not Call list may even shut down a few companies and like I was saying ruin peoples lives. If you pass this, you better take off most of the commercials and shut down a lot of other businesses, because we all have one thing in common sales. Most businesses rely on sales in order for them to have a business. How are we so different from them?

So, go ahead pass the act and while you do it, close the millions of restaurant and other business that the only sole purpose is in sales. That's what your doing to us, or gonna do. The FTC doesn't do they? By convincing you to pass this act, it would jeopardize a lot of peoples jobs and that means more people on welfare, mess up even more our already failing economy, too much to "make better".

The reason for my letter was not that I thought I could probably make a difference on your decisions to pass the act, but it could help. As I said, I have worked for Teleperformance USA for only 4 months, I love my job and have total faith in what we are selling is legit, I couldn't work there if I didn't. I have met a lot of great people since I've been there and when I found out that my job could be in jeopardy of a new act that might be passed, I had write what I felt about. Not to change your minds, but to think about it. We are just workers like everybody else, why should being a telemarketer make our jobs different in any way?

Thank you

Johnathan Denton  
3703 apt A  
Lewiston, Idaho 83501



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4-28-03

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington, D.C., 20554

Ref: CG Docker no. 02-278  
Rules and regulations implementing  
the Telephone Consumer Protection  
Act of 1991

Dear Sir,

I work in Lewiston, Idaho as an  
employee of Teleperformance USA.  
I am a TSR, and make my living  
"on the phones".

Contrary to what many others  
seem to think, we enjoy our jobs.  
Particularly as a self-supporting,  
off-campus college student, the  
flexible hours, and excellent pay  
this job provides are essential.  
Beyond that, there is a very friendly  
work environment; more enjoyable, and  
less stressful than other jobs I have  
held. This is a major reason why  
I have held this job for nearly  
three years, and have no intention of  
leaving anytime soon.



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I feel that my company markets quality services, and am glad to take the time to answer any customers questions. I always make sure the customer fully understands what they are agreeing to before making a sale, and I am more than willing to let go someone who clearly does not understand what they would be getting. I also pride myself in remaining calm and courteous, even if a contract does become irate. Let's face it, some people are mad from the get-go, but I always treat them in the same manner as anyone else.

This job is also vital for both myself, and my girlfriend, Kate. I am the sole 'breadwinner' in the house, and able to support us without needing any federal aid. Kate is, unfortunately not as skilled a salesperson, and left this job sometime ago, only to find a few temporary jobs since, despite literally hundreds of applications and interviews on record at the City Job Service. The same is true of several friends who have left this company recently - there are simply no jobs available, especially for the younger generation.

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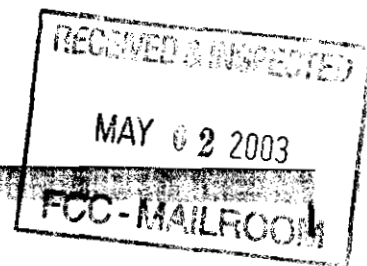
ROOM

In the past years, I have seen my employer go from being seen as a summer job for High-schoolers, to being a company that provides the livelihood for many families in this city. Simply put, without Teleperformance, I and many other families would have no other choice but welfare, and other federal aid. There simply aren't enough jobs to go around.

With the great impact that the national DNC list would have on our already failing economy, I must fully oppose the proposal of such a national DNC list, and restrictions on predictive dialers. I believe we should allow the industry to be self-policing, and instead implement the American Telemarketing Association's proposed modifications to the FTC rules.

Thank you for your consideration,

Derek Johnson  
17257 G, Grange Ln  
Lewisville, IL 63501



Pocatello, Idaho 83201  
Teleperformance USA

Supervisor (floor)

Judith L. Waters  
1576 N Garfield  
Pocatello, Id  
83204

I love my job

TO: SECRETARY'S OFFICE  
COMMISSION SECRETARY  
FCC  
445 12TH ST. SW  
WASHINGTON, DC, 20534

CG DOCKET 02-278

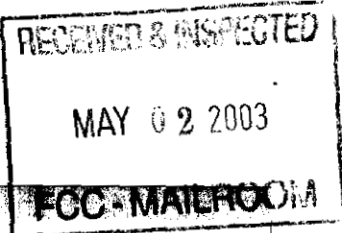
The products we sell a useful  
products to any family. The  
savings cover all areas in anyone's  
daily life.

Our center and Telemarketing  
provides well over 200 jobs in our  
community. Telemarketing is pollution  
free and every dollar made by our  
center is turned over at least ten  
times in our community.

If I lose my job my family  
would not contribute to our community  
and I would have to draw state  
unemployment.

I strongly oppose the national DNC  
list & restrictions on predatory Dealers.

I strongly support Teleperformance USA &  
the American Telemarketing Assoc. proposed  
model. ... to the FCC rules.



April 28, 2003

Andra Andrew  
2145 S. Grant Ave  
Poc. ID 83204

Commissions Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th St, SW  
Washington, DC 20554

Ref: CG Docket No 02-278  
Rules & Regs Implementing the Telephone Consumer Prot. Act of 1991

To Whom it may concern:

I am a single mom working in Pocatello, ID at  
Superformance USA. I've been employed for five years with this  
company as a TSR. This job has been the best opportunity for  
me to have a decent paying job & take care of my kids on my  
own. I have full belief in the products and services we sell to  
people over the phone. They are programs who help save on our  
everyday needs, not just luxuries. Our call center here  
has given Pocatello residents a good job opportunity when  
there's not much else out there who would be able to. I haven't been  
able to go to school - needing to financially take care of my  
children & myself. If I lost my job due to FTC & FCC  
regulations, along with my fellow employees it is going to  
cause a great increase in the unemployment rate. Which I thought  
was a goal as a nation to keep to a minimum. This action  
would cause millions of us to be in the same boat. I do  
oppose the Nat. DNC list & restrictions on Predictive Dialing &  
I do not support TPUSAS & The American Telemarketing Assoc. program  
for your consideration

MAY 02 2003

FCC-MAILROOM

To whom it may concern,

TO: COMMISSION'S SECRETARY / OFFICE OF THE SECRETARY  
FCC 445 12TH ST SW; WASHINGTON DC 20554

My name is Nick Griggs and I am currently employed as a TSR at Teleperformance in Pocatello, Idaho. I feel my job does good for others as well as myself. I offer many different products and services, which are beneficial, especially for the busy people in our country. Many of the products I offer save people time and money. They are ideal for the person who doesn't have time to "clip" coupons and spend hours shopping around for the best deal. People tend to despise "telemarketers" and like with everything in life, the bottom of the food chain is the first to go. Getting rid of "the low man on the totem pole" will not cure the problems of people. We, as telemarketers are merely doing our job to support ourselves and our families. This job is not merely a way for us to pass the time but rather a way to live the American Dream! The "turnover ratio" is high in this industry, mainly because this is a minimum wage job and little education is required to obtain it. Some of my coworkers are attempting to support families and our job's pay tends to be on the higher end of the bottom. Myself as an example am trying to begin my adult life and this job is a stepping stone. I am a 23 year old male, whom is working approximately 60 hours per week in hope of earning enough money to go back to school and earn my degree.

CG DOCKET 02-278

As for the totem pole analogy, telemarketers are on the bottom. Starting from the bottom the order is; telemarketers, supervisors, assistant branch managers, branch managers, district managers on thru the upper echelons of the company. These "big whigs" meet and negotiate with the people who offer these products as well as the credit card companies who want there customers to benefit from these services. My interpretation of the "totem pole" is, 1. credit card companies 2. product providers 3. telemarketing companies 4a. telemarketers 4b. consumers.

Starting at the top, 1. credit card companies reap the rewards and benefits of this. Someone agrees to review something and then pays \$100 per year for the service they now have an additional charge that they can not pay for, therefore paying interest and benefiting the creditors. 2. the product providers then are paid to issue service and "hopefully" they will do that in a timely manner so that the consumer can review the item and make a decision before they are charged. 3. the telemarketing companies are then hired by the companies to sell their product after some convincing that the product is legitimate. 4a. the telemarketers are then given instructions, usually vague and instructed to sell the product. 4b. The consumers then purchase the item expecting to save money and contribute to the economy. Fault is like gravity; in that it starts high and ends at the bottom.

1. Credit card companies and 2. Product providers get together and agree to market the product. When the consumer calls their credit card regarding the charge, the company tells them that they had a 30 day trial and were then charged or that they had 30 days to receive a refund. They essentially pass the blame on to the provider. In turn the provider somehow is not able to get the product out in a timely manner or feels the wise to blame the mail system. 4a. Telemarketers are then blamed by everyone for the actions of everyone else. 4b. the consumer then blames the telemarketer for their problems. They are the prey in the fact that they will forget about their obligation. Taking away telemarketers will not solve the problem, rather kill one of the animals that has the sickness, the problem will still exist and the creditors will merely find another way to make more money. A code of Ethics needs to be implemented and adhered to. Blame shifting will not help anyone. I can be reached at (208) 406-6661

Nick Griggs  
56 Greenwood

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4/28/03

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12th Street, SW  
Washington DC. 20554

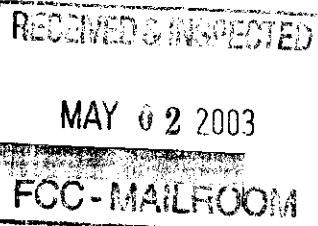
Ref: LG Docket No. 02-6278

Rules & Regulations Implementing the Telephone Consumer Protection Act of 1991

My name is Brad W. Winters and I work for Teleperformance USA. in Pocatello, Idaho. I am a TSR here at our branch. I think that this is a great job. It allows a flexible schedule and a great pay. The products we offer customers are mostly just credit cards. I don't see any problem with this. The customers are not actually "Buying" anything. This job is important to me because I am saving to go to school and it is a huge asset the community. TPUSA employs a lot of people. If I were to lose my job I wouldn't be able to attend school and advance in life. I really oppose the national DNC list and restrictions on predictive dialers and that you are wrong with the proposed list.

Thanks, for all your consideration on this topic.

Brad W. Winters  
1024 Pennsylvania Ave  
Climbuck, ID 83202



CG Docket 02-278

Monday 28, 2003

TO: COMMISSION'S SECRETARY  
OFFICE OF THE SECRETARY  
FCC  
445 12TH ST SW  
WASHINGTON DC 20554

To whom it may concern: My name is Angela Gwin and I am a TSR at the portello, ID teleperformance USA Callcenter.

I personally like the products that we offer because they actually benefit people and they

do not put people out of money. The people that I talk to for the most part are very polite and friendly. My job here at teleperformance USA is very important to me. I am married, I have one child and one on the way, my husband is currently unemployed so this job is very vital to me and my family. I can understand how

some people would get frustrated with telemarketers, because of some I've talked to are rude. But I am a caring and a very nice person, and so are most of my fellow coworkers. I really appreciate your concern for hearing our side, and I strongly hope that things will work out on our behalf so we will still have our wonderful job! Thank you!

My mailing address is: 5118 Yellowstone Spce #12  
Chubbuck, ID 83302

Sincerely,  
Angela Gwin

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MAY 02 2003

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April 28<sup>th</sup> 2003

Commission's Secretary  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington D.C. 20554

Re: CG Docket No. 02-278

Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991

My name is Klance Dugan from Portello, ID and I work in the Teleperformance USA center as a TSR. Now before I began to work here I spent four months trying to find a job with which I would be able to save up for college and while helping out my sister and her five children.

If I were to lose this job I will not be able to go to school to get a better job nor will I be able to help my sister support her family. I as well as many other students need this job in order to better ourselves and indeed survive. If this law goes into effect not only students but single mothers, disabled, and those who can't get better jobs will be out of options for there are no jobs that pay enough to live off available.

Therefore I oppose the National DNC list and restrictions on Predictive Dialers and support the American telemarketing association's proposed modifications to the FCC rules.

Thank you for your full consideration on this topic.

Klance Kathleen Dugan

12215 Freeman Ln #155

Portello, ID 83201